



**REQUEST FOR QUALIFICATIONS
(RFQ) & EXPRESSIONS OF INTEREST
CONSULTING SERVICES**
(29 Del.C. §6981)

Agreement No. 1440

INFORMATION TECHNOLOGY SERVICE PROVIDERS

PROJECT DESCRIPTION

The purpose of this process is to establish a list of Information Technology (IT) service providers eligible to provide IT services and/or staffing to the Delaware Department of Transportation (DelDOT). These service providers will supplement DelDOT's staff and provide the necessary services to meet the Department's IT needs. The agreements will be open-end task order agreements with a three (3) year term. Task order assignments will be administered by DelDOT's Office of Information Technology (OIT) on an as-needed basis. The assignments will be at the discretion of the DelDOT OIT Managers. The number of contracts awarded by the Department will be determined at the conclusion of the selection process. All successful candidates must provide a valid Delaware Business License in order to receive payment for services rendered on assignments.

CONSULTANT SERVICES REQUIRED

DelDOT is seeking expressions of interest for the following types of service: Programmer/Analyst, Senior Programmer/Analyst, E-commerce Programmer, Senior E-commerce Programmer, System Analyst, Senior System Analyst, Project Leader, Project Facilitator, IT Project Manager, Data Specialist, Software Specialist, Sr. Software Specialist, Database Specialist, Service Support Specialist, Service Support Administrator, System Control Specialist, System Administrator, Business Analyst, IT Architect, E-commerce Analyst, E-commerce Software Specialist. To see the identifying characteristics for each of these specialties reference APPENDIX A.

The following details the types of service and anticipated support, i.e; applications, installation, maintenance, software upgrades, and tuning for each level of requested staff with preferred background in any or all of the following. This list is not all-inclusive; it is our best listing at this time.

Summary of products and platforms used within the DelDOT environment:

System Software / Technologies

Active Directory	HP Unix	VMware/Virtualization
ADABAS	Linux	Voice/Data Networking
Apache	McAfee Anti-Virus	
BEA WebLogic Server	Microsoft Exchange	
Big Brother	Microsoft Desktop Operating Systems	
Citrix	Microsoft Server Operating Systems	
Conversants	Oracle	
Entire Broker	SQL Server	

GIS/CADD Software / Technologies

ArcInfo	Bentley Fiber
ArcIMS	Bentley Microstation
ArcSDE	Geographic Information Systems
ArcView	Intergraph GeoMedia

Application Software / Technologies

Actuate	Crystal Reports	Microsoft Visual Studio .NET
Adobe Acrobat	HTML	Natural/VAX
Adobe PhotoShop	Java	SQL/Plus
Cobol	J2EE	PeopleSoft
Cognos Impromptu	Macromedia Dreamweaver	Powerbuilder
Cognos ReportNet	Microsoft Office Products	XML

SUBMISSION REQUIREMENTS

1. **Expression of Interest submissions** must be received by: **3:00 P.M. Local Time, Wednesday, November 7, 2007.**

Facsimile responses to this Request for Expressions of Interest are not acceptable. No response hand-delivered or otherwise will be accepted after the above date and time. Expressions of Interest arriving after the deadline will be rejected regardless of the reason for late arrival. DelDOT's time is considered the official time for determining the cut-off for accepting Expression of Interest submissions. Firms wishing to be considered for work on this project must submit statements expressing interest as set forth herein. Any variation, including additions, is considered a basis for rejection. Expressions of Interest are to be delivered to:

James Hoagland
Contract Services Administrator
Contract Administration
Delaware Department of Transportation
800 Bay Road, Dover, DE 19901

2. **Pre-registration with DelDOT is not required on this project.**
3. **The Consultant shall submit four (4) copies** of an Expression of Interest. Receipt of insufficient copies of the Expression of Interest and non-compliance with providing the requested information in the desired format may result in elimination from consideration.
4. **Joint venture** submissions will not be considered.
5. **DelDOT reserves the right to reject** any and all Expressions of Interest. All submissions become property of the Delaware Department of Transportation and shall be retained for a period not to exceed 30 days from the date of selection.

RATING CRITERIA

Major factors/criteria for selection and placement on the list of IT Service Providers:

- a) Skills & experience of the IT personnel available for assignment. General experience with IT related projects in the transportation industry with emphasis on projects using DelDOT's selected product and platform direction.
- b) Availability of adequate personnel to perform the assignments and to meet tight schedules with quality results.

- c) Approach of effectively accomplishing an IT project for transportation-related applications.
- d) Location(s) where work will be accomplished (to include subcontractor locations, if applicable).
- e) Equipment availability for DelDOT assignments, including computers, software and other related equipment.

QUESTIONS

Questions regarding this RFQ should be submitted via email. Questions received and the Department's response will be provided on the Department's web site; <http://www.deldot.gov/>. Click on 'Doing Business with DelDOT', under 'Professional Services', click on 'Current Requests for Consulting Services'.

CONTACTS

Questions concerning submissions and procedures may be obtained from: James Hoagland, Contract Services Administrator, Telephone: (302) 760-2036. E-mail address: jim.hoagland@state.de.us.

OVERVIEW OF SELECTION PROCESS

The Expressions of Interest will be used to determine selection for the IT Service Providers Listing. Of those expressing interest in the Project, those deemed qualified may be requested to submit additional written material as part of the Selection phase in lieu of an Oral Presentation/Interview. At the completion of the selection process, the successful candidates will be required to sign a MASTER AGREEMENT, which will provide general guidelines for services. Those selected are not guaranteed any work. Work assignments will be made at the discretion of DelDOT. The successful candidates will be asked to submit a price and availability proposal for potential task assignments.

After the selection process has been completed, applicable price information will be requested from the successful candidate; i.e. salary rates for various classifications of personnel, an indirect cost derivation for the most current accounting period, and a schedule of rates for other direct costs.

Payroll burden and overhead will be computed on direct salary costs only (not including overtime) at the consultant's audited rate, as per Federal Acquisition Regulations Part 31, and Department policies. Computer and CADD costs are not allowable as a direct cost to this project. Rate determination and applicability is subject to audit by the Department. Additionally, candidates should be prepared for the Department to work with them to provide information and backup documentation. Full and immediate cooperation is required to avoid delays in execution of an agreement. Failure to cooperate may result in breaking off of negotiations.

EXPRESSION OF INTEREST REQUIREMENTS

The Expression of Interest submission should be tabbed and collated in the following order:

1. A cover letter shall indicate the firm's desire to perform services. Submit the firm's mailing address, phone number, and an e-mail address for the firm's point of contact person on page 1 of the Letter of Interest. Future contacts by DelDOT will be done via e-mail, whenever possible.
2. Listing of Products or Platforms (from the list provided) for which you want to be considered. – Limited to One (1) page on 1 sheet of paper.
 - a) Include which, if any, work will be subcontracted, and to whom.

3. Letter of Interest to include the following, limited to four (4) pages on two (2) sheets of paper
 - a) Identify who the proposed project manager will be and what office location they will be working from.
 - b) An understanding of the anticipated assignments, services required, and approach to providing the services required.
 - c) The location, size, and description of the firm, or resources if individual candidate.
 - d) Availability and number of personnel for placement for each product and platform.
 - e) Sub-contractor usage if anticipated. Indicate the percentage of work estimated to be performed by the sub. Also, indicate if you have previously worked with the proposed sub and give a brief example of the previous relationship(s).
4. References. Submit three (3) references, limited to one (1) page – single side of a sheet of paper. Provide a minimum of three clients, addresses and verified phone numbers and contact persons.

No promotional materials or brochures to be included as part of the Expression of Interest package.

The Department is not liable for any cost incurred by the consultant in the preparation or presentation of the Statement of Qualifications.

The Department of Transportation will affirmatively insure individuals and businesses will not be discriminated against on the grounds of race, creed, color, sex, or national origin in consideration for an award. Minority business enterprises will be afforded full opportunity to submit bids/proposals in response to this invitation.

Department of Transportation
State of Delaware
By: Carolann Wicks, P.E.
Secretary
Dover, DE
October 8, 2007

APPENDIX A

SPECIALTY DESCRIPTIONS

Programmer/Analyst:

- Provide systems analysis and/or programming support for various client applications.
- Perform design alternative analysis, design specifications, application programming, testing, and documentation as required.
- Interact with clients to define their information system needs, conduct testing, and acquaint the client with any modified or new information system capabilities.

Senior Programmer/Analyst:

- Provide advanced level of systems analysis and/or programming support for complex client information system applications.
- Perform design alternative analysis, design specification, application programming, testing, and documentation as required.

- Interact with clients to define their needs, conduct testing, and acquaint them with any modified or new information system capabilities.
- Prefer candidates will have a minimum of five years-combined analytical/programming experience.

E-Commerce Programmer:

- Provide systems analysis and/or programming support for complex Internet and Intranet applications.
- Perform design alternative analysis, design specification, application programming, testing, and documentation as required.
- Interact with clients to define their needs, conduct testing, and acquaint them with any modified or new information system capabilities.
- Preferred candidates will have a minimum of one year combined analytical/programming experience with web technologies.

Sr. E-Commerce Programmer:

- Provide advanced level of systems analysis and/or programming support for complex Internet and Intranet applications.
- Perform design alternative analysis, design specification, application programming, testing, and documentation as required.
- Interact with clients to define their needs, conduct testing, and acquaint them with any modified or new information system capabilities.
- Preferred candidates will have a minimum of three years-combined analytical/programming experience with web technologies.

System Analyst:

- Provide systems analysis for client applications, including information needs analysis and design specification.
- Define, evaluate, and document the capabilities, limitations and needs of users' current information systems, applications, and programs.
- Provide client orientation and training for all modified and new information system capabilities.
- Conduct cost/benefit analysis of alternative design proposals.
- Plan and coordinate testing and client review of modified and new applications.
- Preferred candidates will have a minimum of two years of analytical experience within the information systems disciplines.

Senior System Analyst:

- Provide an advanced level of systems analysis for complex client applications, including information needs analysis and design specification.
- Define, evaluate, and document the capabilities, limitations and needs of users' current information systems, applications, and programs.
- Provide client orientation and training for all modified and new information system capabilities.
- Conduct cost/benefit analysis of alternative design proposals.
- Plan and coordinate full testing and client review of all modified and new applications.
- Preferred candidates will have a minimum of six years or more of analytical experience within the information systems disciplines.

Project Leader:

- Plans, schedules, reviews and evaluates the work of applications support personnel engaged in all phases of system analysis and programming support for clients.
- Assists clients in development and design of future information system needs and integration of needs into current system.

- Reviews all cost/benefit analysis reports including cost estimates and timeframes of alternative design proposals and recommends appropriate action to management/clients.
- Assists managers in development, modification and implementation of Departmental policies and procedures for data processing.
- Provides management with accurate and timely reports to include project status, monthly activity reports and personnel activities.
- Reviews current technology on software, hardware and related tools for future needs; evaluates new products and makes recommendations for purchases.
- Provides technical direction and guidance to staff and clients; assesses and recommends staff training needs.

IT Project Manager:

- Establishes and maintains business partnerships with clients.
- Defines project scope, deliverables and costs with clients and/or working group.
- Prepares business case, including a cost /benefit analysis for proposed projects.
- Identifies and evaluates alternative approaches and solutions.
- Develops and obtains agreement on project plans.
- Ensures project team develops and adheres with full compliance to project methodologies.
- Ensures deliverables are produced within agreed schedule and budget and adhere to quality standards.
- Determines all necessary resources.
- Controls and accounts for project expenses and budgets.
- Monitors progress and negotiates change against project plans, budgets, and schedules.
- Briefs clients, business partners, service providers and others on project status on a regular basis.
- Applies technical and business knowledge to solve specific project problems.
- Develops and trains team members and staff, including providing on-the-job training.

Project Facilitator:

- Provides assistance to project leaders and managers in all phases of project planning and scheduling.
- Review project plans, cost/benefit analyses, and project tracking reports and makes recommendations to project leaders and managers.
- Utilizes methodologies and provided software tools to facilitate project planning and tracking
- Preferred candidates will have a minimum of six years or more of analytical experience within the information systems disciplines.

Data Specialist:

- Provide data modeling services for various client applications.
- Maintain and support tools for data modeling and administration
- Maintain an inventory of metadata for various information systems.
- Prepare data definitions for database file/table creation.

Software Specialist:

- Provide systems programming expertise in the installation of computer system or application package software.
- Perform problem identification and appropriate resolution of computer system or application package software.
- Able to function in a productive manner with a minimum of technical supervision.
- Able to interact positively in a teaming environment.
- Prefer mainframe personnel with 3 years experience.
- Prefer Client/Server personnel with one-year experience.

Senior Software Specialist:

- Provide an advanced level of systems programming for implementation, tuning and debugging of system software and program products.
- Perform installation of system/application software using vendor methodologies where applicable.
- Interact with OIT software and hardware clients, in consultation, for evaluation/recommending of applicable solutions.
- Provide leadership in the recommendation and installation of technical systems.
- Perform problem identification and appropriate resolution involving system software.
- Prefer mainframe personnel with 5 or more years' experience.
- Prefer Client/Server personnel with 4 or more years' experience.

Database Specialist:

- Actively maintains and expands technology and industry knowledge to support the management and enhancement of database services.
- Provides database expertise in delivering solutions to client needs.
- Understands critical platform/service priorities, monitors services and provides evaluation and escalation, when appropriate, on service issues.
- Reviews relevant documentation conducts analyses and monitors performance of database services.
- Designs and implements service changes and ensures ongoing stability of database solutions.
- Implements database upgrades and adheres to project implementation standards including testing, contingency provisions, cutover and regression planning.
- Maintains and utilizes third party relationships for ongoing management and resolution of database issues and problems.
- Updates relevant documentation supporting database OIS desires proposals consisting of a range of rates for each category services.

Service Support Specialist (Help Desk Technician)

- Responsible for the execution of Service Desk contact, problem, incident and request management policies and procedures.
- Responsible for the diagnosis, troubleshooting and resolution of all computer-related customer service requests and incidents related to PC, mainframe and LAN/WAN.
- Responsible for escalating problems and incidents to designated level II and level III help desk support entities.
- Responsible for reporting incident status and system outage notifications to customers, technical staff and applicable management entities.
- Responsible for logging incidents and problem resolution activities into a computerized tracking system.
- Responsible for maintaining a robust and accurate knowledge base repository.
- Responsible for providing hands-on PC and peripheral equipment troubleshooting, repair and installation support.
- Responsible for generating help desk related performance statistics, as required.
- Responsible for training level I-III help desk support staff, as required.

Service Support Administrator (Sr. Help Desk Technician)

- Responsible for the coordination of efforts to maintain day-to-day service desk support.
- Responsible for administering service desk policies, standards and procedures.
- Responsible for administering contact, incident, problem, and request management policies and procedures related to PC, mainframe and LAN/WAN.
- Responsible for the maintenance of a robust, accurate and value-added knowledge base repository.
- Responsible for the creation and implementation of performance metrics and quality

control procedures, as they relate to the service desk operations.

- Responsible for the motivation of technical staff by being a leader in creative problem solving, solution management, and team building.
- Responsible for administering PC and peripheral equipment support functions.

System Control Specialist

- Responsible in assisting in establishing, maintaining and executing procedures that control changes to the infrastructure in a manner that promotes prompt and efficient processing of all changes and that minimize service disruption. Ensure that all changes to the data center environment have been adequately planned, tested and authorized.
- Responsible for supporting in processing all requests for change and updating the Capacity Management section with requests having an effect on the environment.
- Responsible for the identification, recording, and tracking of all IT configuration items (hardware, software, associated documentation) within the data center environment.
- Responsible for planning, managing, and controlling software & hardware releases through the use of formal procedures and checks.

System Administrator

- Provide day-to-day administration and operational support for a client server and/or web-based environment.
- Responsible for platform installation and configuration, loading and testing of baseline software, performance of hardware and software upgrades, file system configuration, performance monitoring, supporting user accounts, establishment and execution of system/file backups and restores, and other tasks as required within the client server and/or mainframe environment.
- Responsible for security monitoring and system lockdown activities.
- Responsible for the detection, diagnosis, and resolution of incidents and problems within the client/server and/or web environment.
- Responsible for the production and maintenance of system documentation (i.e. maintenance logs, server documentation, etc.), as required.

Business Analyst:

Business Analysts use software and analytic tools and techniques, business process knowledge and technical aptitude to analyze technology-related business problems and to support, enhance and develop existing and new technology solutions. Business Analysts assist in both modeling business processes and improving business performance. Key responsibilities include the following:

- Establishes working relationships with key business managers.
- Develops and maintains a detailed understanding of business processes and applications, customer needs and priorities.
- Develops and maintains knowledge in business process modeling and business analysis tools.
- Provides an in-depth business process viewpoint during issue reviews, implementation and planning.
- Documents current business procedures and processes and identifies relevant technology issues.
- Develops business requirements definitions and adheres to development methodology.
- Ensures applications fit within architectural framework and adhere to application standards.
- Documents System and Client Acceptance Test plans.
- Prepares test cases, test procedures and expected results.
- Coordinates appropriate client involvement in testing.
- Developments training documentation for existing and enhanced applications.

- Trains clients on new and/or enhanced application.

IT Architect:

The IT Architect is expected to create a common and cohesive vision between senior management, lines of business and IT. Key responsibilities include the following:

- Identifying key business challenges and ‘business drivers’,
- Defining the IT requirements that are derived from business drivers, technology, and market trends.

E-commerce Analyst:

E-commerce Analysts are skilled in the effective deployment of web-based solutions to improve business performance. E-commerce analysts use software and analytic tools and techniques, business process knowledge and technical aptitude to analyze technology-related business problems and to develop e-commerce applications. Key responsibilities include the following:

- Establishes working relationships with key business managers.
- Develops and maintains a detailed understanding of customer needs and priorities.
- Develops and maintains knowledge in web-based technologies, business process modeling and business analysis tools.
- Documents proposed business procedures and processes and identify relevant technology issues.
- Develops business requirements definitions and adheres to development methodology.
- Ensures applications fit within the firm’s e-commerce architectural framework and adhere to application standards.
- Documents System and Client Acceptance Test plans.
- Prepares test cases, test procedures and expected results.
- Coordinates appropriate client involvement in testing.
- Develops training documentation for existing and enhanced applications.
- Trains clients on new and/or enhanced application.

E-commerce Software Specialist:

- Provide an advanced level of systems programming for implementation, tuning and debugging of system software and program products such as web servers and application servers.
- Perform installation of system/application software using vendor methodologies where applicable.
- Provide leadership in the recommendation and installation of technical systems such as on-line credit card processing systems.
- Perform problem identification and appropriate resolution involving system software, networks and databases.
- Prefer web personnel with 1 or more years’ experience.